



Department of Medical Assistance Services
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MEDICAID MEMO

TO: All Medicaid Enrolled Providers of Residential Support, Agency Directed Personal Assistance, Day Support, and Prevocational Services through the Intellectual Disability (ID) and Day Support (DS) Waivers Participating in the Virginia Medical Assistance Programs

FROM: Cynthia B. Jones, Director
Department of Medical Assistance Services

MEMO: Special

DATE: 10/4/2012

SUBJECT: Updated Training for Direct Support Professionals and their Supervisors/Trainers —
REVISED

This memorandum (which supersedes the memo entitled “Updated Training for Direct Support Professionals and Their Supervisors/Trainers” dated September 18, 2012) is a REVISION to the previous memo.

The purpose of this memorandum is to advise providers that the Department of Behavioral Health and Developmental Services (DBHDS) has recently updated training for Direct Support Professionals (DSPs) delivering the services referenced above. The ID and DS Waiver regulations require that all providers of these services must pass an objective, standardized test of skills, knowledge, and abilities approved by DBHDS and administered according to DBHDS’ defined procedures” (12VA30-120-229, 12VAC30-120-233, 12VAC30-120-237 and 12VAC30-120-241).

Please replace the 2002 “Staff Orientation Workbook” with the new version, “Orientation Manual for Direct Support Professionals (DSP): Supporting People in their Homes and Communities” at: <http://www.dbhds.virginia.gov/documents/ODS/ods-trn-DSP-OrientationManual.pdf>.

DBHDS has created a new training session for supervisors/trainers of DSPs. This training session takes the place of the “Staff Training Requirements” document and earlier “Supervisor Video.” In preparation for an expected July 1, 2012 implementation date, training on the new materials was presented to supervisors/trainers via live sessions conducted regionally by the Office of Developmental Services Community Resource Consultants in June. New certificates were issued to all training participants. All supervisors/trainers who will be using the “Orientation Manual for Direct Support Professionals” to prepare new DSPs and missed the live training sessions **MUST** complete this training online and pass the accompanying test with a score of least 80% prior to orienting new DSPs to provide services under the ID and DS Waivers. The training is available via the DBHDS Knowledge Center at <http://covkc.virginia.gov/dbhds/external>.

Please note that this is for **supervisors/trainers only**, and is not the DSP Orientation Training. Supervisors/trainers should print the certificate after successful completion and keep it with their completed assurance page available for DMAS review. The assurance is self-completed and can be

obtained online at <http://www.dbhds.virginia.gov/documents/ODS/ods-trn-DSP-TrainRequirement-ID-DS-Waivers.pdf>.

New users of the DBHDS Knowledge Center must register in the system to enable access to the course. Register or sign in to take the course at <https://covkc.virginia.gov/dbhds/external>. Enter “DSP” in the search field to access the training.

Direct Support Professionals

DSPs that have received training through the older materials (“Staff Orientation Workbook”) and passed the accompanying test are not required to retrain using the new materials; however, DBHDS recommends that they do so in order to refresh and update their skill sets. Two significant changes are included in the requirements for DSPs hired after July 1, 2012:

- they must pass the objective test with a score of 80% or better, and
- they must complete the course prior to providing direct support.

Please direct any questions to your assigned DBHDS Community Resource Consultant. See <http://www.dbhds.virginia.gov/documents/ODS/omr-CR-ConsultantContactList.pdf> for a listing of names and contact information.

Auditing

The Department of Medical Assistance Services will commence auditing for this new training requirement beginning November 1, 2012.

VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KePRO’s Provider Portal, effective October 31, 2011 at <http://dmas.kepro.org/>.

“HELPLINE”

The “HELPLINE” is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The “HELPLINE” numbers are:

- 1-804-786-6273 Richmond area and out-of-state long distance
- 1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.